

What are the 3
characteristics of
well-written goals



No matter where you are on the globe there are organizations and organizational structures. Within these structures are management systems. Management is a critical part of any organization. Managers are also a key to the whole management system. Managers help things run smoothly in an organization. In this paper I intend to show the importance of management functions and management roles. The type of experience I am looking for in a candidate is one that has the characteristics of a leader. I need to find a person that can motivate the employees and can lead by example.

They also must be able to handle any conflicts that arise within the organization. I need to find someone that has good interpersonal skills, one that can deal with behavior issue when they arise. I will need someone that can define the establish goal and plan very well (Robbins, Coulter). This person must be good at organizing task and organizing people, some one that knows what need to be done and how to do it. Also we need someone that can control and monitor activities and assure that they get done (Robbins, Coulter). Someone that is good at collecting; receiving and disseminating information will be a plus.

The right person must have the technical skills needed for our service division. They must have the human skills to work individually or in a group setting. This is important because we need to work as a team yet also they need to be able to handle some task alone. The right person for the job must be able to think and to conceptualize in both abstract and complex situation (Robbins, Coulter). We also need someone that is not afraid to think on their feet. When problems arise we need that person to be there ready with solutions and give advice to our employees during critical moments.

If we find someone one with these overall characteristics, experience and skills, our service department will run smoothly. We have put together some questions that we feel can help us in our decision making. With these questions we are looking for quality and solid answers.

Here are the questions: 1. Can you describe for us you communication and interpersonal skills and how it will affect our service department? 2. Explain to us how you will manage workloads, and why? 3. How will you foster team commitment? 4. How will you avoid complacency? (Robbins, Coulter) 5. Identify some of the roles you think our employees will play, and why? 6. How will you re-enforce work standards? (MUSE) 7. How will you ensure continuous improvement in our service department? 8. Give us an explanation of the technical skills that you have to work in our service department, and what makes you qualified? 9. If a complex situation arose in our department, how would you resolve it? Explain. 10. What make you think that you are qualified for this position? Explain. Knowing that managers are the key to many organizations, it will take a well qualified person to fill these big shoes. Everything listed in this paper is a part of management functions and management roles, now let's find a candidate.